

HR Competency Definitions

Competency	Definition	Key Actions
Emotional Intelligence	Establishing and sustaining relationships by accurately perceiving and interpreting own and others emotions and behavior; leveraging insights to effectively manage own responses so that one's behavior matches one's values and delivers intended results	Builds self-awareness; maintains self-control; maintains or enhances self-esteem; listens and responds with empathy; asks for help and encourages involvement to enhance collaboration; shares thoughts, feelings, and rationale to build trust; provides support without removing responsibility to build ownership; facilitates discussions
Customer Loyalty	Meeting and exceeding internal or external customer expectations while cultivating relationships that secure commitment and trust	Enhances the customer self esteem; clarifies the customer situation; involves the customer; takes the heat; meets or exceeds needs; confirms satisfaction
Work Standards	Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.	Sets standards for excellence; ensures high quality; takes responsibility; encourages others to take responsibility
Decision Making	Identifying and understanding problems and opportunities by gathering, analyzing, and interpreting quantitative and qualitative information; choosing the best course of action by establishing clear decision criteria, generating and evaluating alternatives; and making timely decisions; taking action that is consistent with available facts and constraints and optimizes probable consequences.	Identifies problems and opportunities; gathers information; interprets information; generates alternatives; evaluates alternatives and risks; chooses an effective option; commits to action; considers others perspectives
Building Partnerships	Developing and leveraging relationships within and across work groups to achieve results	Seeks opportunities to build relationships; clarifies shared goals; develops others and own ideas; facilitates agreement; supports partners; involves others; maintains and enhances self esteem
Communication	Convey information and ideas clearly and concisely to individuals or groups in an engaging manner that helps them understand and retain the message; listen actively to others	Organizes the communication; maintains attention; adjusts to the listener; ensures understanding; listens actively; conveys a professional presence
Values Differences	Working effectively with individuals of diverse cultures, interpersonal styles, abilities, motivations, or backgrounds; seeks out and uses unique abilities, insights, and ideas from diverse individuals	Seeks understanding; conveys respect; uses diversity as an advantage
Influences	Using effective involvement and persuasion strategies to gain acceptance of ideas and commitment to actions that support specific work outcomes	Clarifies the situation; shares open perspective to build trust; builds a compelling case; involves others in exploring solutions; empathizes with others concerns; steers
Continuous Learning	Actively identifying new areas for learning; regularly creating and taking advantage of learning opportunities; using newly gained knowledge and skill on the job and learning through their application	Targets learning needs; seeks learning opportunities; maximizes learning; applies knowledge or skill; takes risks in learning
Earning Trust	Gaining others confidence by acting with integrity and following through on commitments while disclosing own positions; treating others and their ideas with respect and supporting them in the face of challenges	Acts with integrity; Discloses own positions; remains open to ideas; values others
Leverages Feedback	Taking full advantage of opportunities to receive and explore feedback about own performance; responding favorably to feedback and using it constructively to take action to improve knowledge, skills, behavior, and impact on others.	Welcomes feedback; actively explores feedback; modifies behavior to improve impact.
Manages Work	Effectively managing one's time and resources to ensure that work is completed efficiently	Prioritizes, makes preparations, schedules, leverages resources, stays focused
Resolves Conflict	Helping others deal effectively with an antagonistic situation to minimize damage to the relationships and promote shared goals; using appropriate interpersonal methods to reduce tension or conflict between two or more people to facilitate agreement	Emphasizes the impact of conflict; clarifies causes of conflict; empathizes with all parties; stays focused on resolution; develops others' ideas for resolving the conflict; gains agreement to a resolution plan